

STATEWIDE POLICIES AND PROCEDURES FOR CELLULAR TELEPHONES AND SERVICES

Purpose:

The Department of Budget & Management (DBM), Telecommunications Division has issued this revised statement of policies and procedures pertaining to the acquisition, assignment and use of cellular telephone equipment and services by units of the State government. (Section 3-702 of the State Finance and Procurement Article).

The Secretary or Head of an Independent Agency is the approving authority for cellular service. The Department of Budget and Management has the obligation to maintain contracts with cellular providers from which agencies can obtain service. At their choosing, the Secretary or Head of an Independent Agency may appoint a designee(s) to manage cellular services.

Each agency is requested to establish agency specific policies and guidelines using this document as a guideline.

Questions regarding this policy or its requirements should be directed to DBM at (410) 767-4640, Ms. Myrna Williams. An electronic copy of this policy can also be obtained on our web site: www.dbm.maryland.gov.

Assignment of Cellular Telephones:

Cellular telephones shall be assigned for business needs only. Typical business needs are employees that are mobile for most of a work period; respond to emergencies, responsible for restoration of services, integral to an agency's decision process, or manage constituent services.

- Each agency is responsible for establishing and maintaining an accurate inventory of cellular assets and accessories within the statewide cellular inventory application. A link to this web application is located within the Technology section of the DBM website at www.dbm.maryland.gov or can be accessed directly at www.dbm.state.md.us/cellularinv. The application requires a login and password that will be administered by the DBM Wireless Telecom office. Updates can be made at any time but at a minimum should be done on a monthly basis.
- The inventory should identify to whom and when the assets were assigned. Typical assets and accessories are the cellular/wireless instrument, chargers, spare batteries, carrying cases and vehicle mounting hardware.

- Ms. Maria Perez can assist with any questions or concerns with the inventory application. Ms. Perez is located at 301 W Preston Street; Room 1304; Baltimore, MD 21201, telephone (410) 767-4112.
- It is DBM's responsibility to compare the inventories to the vendor contracts to ensure services are being provided in compliance with contract terms and conditions.

Use of Cellular Telephones:

- As is the case with all State assets, the State provided cellular service is to be used only for official State business.
- It is expected that there will be occasions when a State issued cellular telephone is used for personal calls. In those instances the employee is expected to reimburse the State for the costs incurred for those calls. Each agency is expected to establish a specific method for reimbursement.
- When a cellular service is no longer required, the service should be immediately terminated with the service provider. Reassignment of cellular telephones to a different employee, vehicle, agency, or service provider and discontinuation of service, is to be forwarded to the DBM's Telecommunications Division, Wireless Services in the monthly inventory.
- It is requested that agencies, when plausible, establish a pool of cellular telephones to be distributed on a temporary basis. This pool of cellular telephones could be used to address short-term extemporaneous requirements. Distribution to employees should be on an as-needed basis, thereby reducing the need for permanent assignment of these devices to individuals. A State issued long distance calling card may be a more cost efficient way to communicate in these situations. Agencies are requested to perform a cost benefit analysis to determine if telephone credit cards or temporary use cellular telephones are the most effective.

The current distribution and use of existing cellular telephones is to be re-evaluated by the agency upon adoption of this policy.

Request for Cellular Telephone Equipment and Services:

- The Cabinet Secretaries, Heads of Independent Agencies or their designee are the authorizing individuals for all requests for cellular telephones and services. The Telecommunications Coordinator (TC), for those agencies that have a TC, can coordinate acquisition of equipment, services and maintenance with the Department of Budget & Management, Telecommunications Division, Wireless Services, through the Advance Purchasing and Inventory Control System (ADPICS). Agencies that do not have a TC can obtain assistance from the above referenced Wireless Services organization.

- State employees may have a second personal line added to their State provided cellular telephone if approved by their agency's approving authority and all of the following criteria are met:
 - The State incurs no additional expense
 - Billing for the second line is sent by the service provider to the employees residence
 - The rates charged by the provider for the second line are the same as rates available to all other users of the providers service
 - All charges for the second line are kept current within 30 days of invoice
 - All applicable taxes and fees are included in the charges
- Agencies are to include requests for cellular telephones in their annual budget submissions to the Department of Budget & Management, along with a justification for the request.
- Upon implementation of these policies and procedures, agency approved requests for cellular telephone equipment and services are to be submitted to the Department of Budget & Management, Telecommunications Division. Attachment A is an illustrative form.
- Agencies are to certify in writing, that requests are in compliance with the agency's established criteria.
- Cellular telephone equipment, service and maintenance shall be acquired using only the open contracts for cellular telephone equipment, service and maintenance established by the Department of Budget and Management.

Agency's Responsibility:

- Each agency is responsible for assuring that employees within their organizational authority are aware of the provisions of this policy and that compliance by the employee is expected. Employees should be notified that inappropriate use of cellular service might result in disciplinary action. It is each agency's responsibility to enforce and manage this policy.
- The agency is responsible for the replacement of lost, stolen or damaged equipment.

- It is the responsibility of the agency designee or Telecommunications Coordinator (TC) within each agency, to maintain a master listing of all cellular telephones and ancillary devices issued by their agency. This master listing should indicate the users name, location, cellular phone number, or IP address, inventory tag number and electronic serial number (ESN). Each month, when billings are received from the vendor, the master listing of activated cellular telephones must be compared to the billings by the agency. Discrepancies must be resolved with the vendor by the agency. As part of the monthly review, the agency cellular services manager or TC, which ever is appropriate, shall be responsible for identifying personal calls. They also have the responsibility for collecting reimbursement for calls identified as personal, from the assigned cellular telephone user in accordance with the agency's procedures.
- Each agency is to document their procedures for requesting cellular services and those procedures should include a statement justifying the use of cellular services by the individual for whom such services are requested.

Employee Responsibility:

- State employees have an obligation to use their cellular telephones and services in a responsible, informed and safe manner; conforming to network etiquette, customs, courtesies, safety practices and any or all applicable laws or regulations.
- Employees using cellular telephones are responsible for securing them at all times. All losses shall be reported to the agency designee or TC immediately.
- Employees may be held liable for lost, stolen or damaged, State-owned cellular telephone equipment.
- Employees are responsible for payments to their agency for the costs incurred on State owned cellular phones as a result of personal calls. Employees should avoid "operator assisted" calls such as person-to-person, credit card calls, directory assistance (411) or any other calls requiring the services of an operator, while using a State provided cellular telephone.

Wireless Phone Safety Tips:

- Employees should use extra caution while driving a vehicle and using a cellular telephone, and are encouraged to safely move their vehicle from the traveled portion of the roadway when using the cellular telephone, whenever practicable.

- When using your wireless phone behind the wheel of a car, practice good common sense and remember the following tips:
 1. Get to know your wireless phone and its features such as dial and redial.
 2. When available, use a hands free device.
 3. Position your wireless phone within easy reach.
 4. Let the person you are speaking with know you are driving; if necessary, suspend the call in heavy traffic or hazardous weather conditions.
 5. Do not take notes or look up phone numbers while driving.
 6. Dial sensibly and assess the traffic; if possible, place calls when you are not moving or before pulling into traffic.
 7. Use your wireless phone to call for help. Dial 9-1-1 or other local emergency numbers in the case of fire, traffic accident or medical emergencies. Such calls are free call on your wireless phone.
 8. Use your wireless phone to help others in emergencies.

The Telecom Wireless Services Division Of the Department of Budget & Management and/or contract auditors will conduct random reviews of cellular telephone usage and charges to verify the recommended cellular telephone policy and procedures guidelines are being followed. Any anomalies discovered during this review will be brought to the attention of the Agency's designee for cellular service. Use of a State-owned cellular telephone is a privilege that may be revoked at any time for inappropriate conduct. Any abuse of this policy may result in revocation of cellular access, notification to agency management, and disciplinary action.

ATTACHMENT A
CELLULAR TELEPHONE ASSIGNMENT

The following described Cellular Telephone Equipment is being issued to:

Agency:

User's Name:

Location:

Telephone No.:

Equipment Manufacturer Name/Model:

Equipment Serial Number (ESN):

Agency Inventory Number:

Vendor:

Account #:

I _____, agree to assume full responsibility for the use and maintenance of this cellular equipment and agree to promptly reimburse the State of Maryland for any billing of personal call charges, which may be incurred through the use of this equipment.

I understand that if this equipment is lost, damaged or stolen, I may be personally responsible to reimburse the State of Maryland for the cost of the replacement of the equipment.

I understand that I may be legally responsible for any liability associated with the use of the assigned cellular telephone. I have received a copy of the Statewide Policy and Procedures Manual and I understand I must follow those policies and rules and that a failure to do so may result in revocation of the privilege of using assigned State of Maryland cellular equipment and services.

Signature of End User

Date _____

Agency/Designee

Date _____